

Applicant: Earl W. Good

Serial No.: 09/900,694

Att'y Docket No.: 10211.255.1

Filing Date: July 6, 2001

For: SYSTEMS AND METHODS FOR CONTACT MANAGEMENT AND CAMPAIGN
MANAGEMENTINFORMATION DISCLOSURE CITATIONS MADE BY APPLICANTU.S. Patent Documents

| <u>Examiner Initial*</u> | <u>Patent Number</u> | <u>Issue Date</u> | <u>Name</u> | <u>Class</u> | <u>Sub Class</u> | <u>Filing Date</u> |
|--------------------------|---------------------------------|-------------------|---------------------|--------------|------------------|--------------------|
| <u>W</u> A1 | 5,819,263 <i>financial</i> | 10/06/98 | Bromley et al. | 707 | 3 | 07/19/96 |
| <u>W</u> A2 | 6,049,776 <i>PR</i> | 04/11/00 | Donnelly et al. | 705 | 8 | 05/20/98 |
| <u>W</u> A3 | 6,064,973 <i>we care</i> | 05/16/00 | Smith et al. | 705 | 7 | 04/17/98 |
| <u>W</u> A4 | 6,151,584 <i>internet</i> | 11/21/00 | Papierniak et al. | 705 | 10 | 11/20/97 |
| <u>W</u> A5 | 6,170,011 <i>call center</i> | 01/02/01 | Macleod Beck et al. | 709 | 224 | 11/12/98 |

Foreign Patent Documents

| <u>Examiner Initial*</u> | <u>Document Number</u> | <u>Publ. Date</u> | <u>Country or Patent Office</u> | <u>Class</u> | <u>Sub Class</u> | <u>Trans-lation</u> |
|--------------------------|------------------------|-------------------|---------------------------------|--------------|------------------|---------------------|
| <u> </u> B1 | NONE | | | | | |

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Other Documents

Technology Center 2100

(including author (if listed), title, relevant pages, date of publication including at least month and year).

Examiner
Initial*

C C1 Candee Wilde, "Websites, including those run by Levi Strauss and American Airlines, find getting to know their customers really pays off." Informationweek, Manhasset, Aug. 9, 1999.

Examiner:

Date Considered:

Dec. 18, 2001

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609, draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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MANAGEMENTReferences Cited by Applicants

While the filing of Information Disclosure Statements is voluntary, the procedure is governed by the guidelines of Section 609 of the Manual of Patent Examining Procedure and 37 C.F.R. §§ 1.97 and 1.98. To be considered a proper Information Disclosure Statement, Form PTO-1449 shall be accompanied by a copy of each listed patent or publication or other item of information and a translation of the pertinent portions of foreign documents (if an existing translation is readily available to the applicant), an explanation of relevance of each reference not in the English language, and should be submitted in a timely manner as set out in MPEP Sec. 609.

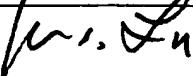
Examiners will consider all citations submitted in conformance with 37 C.F.R. § 1.98 and MPEP Sec. 609 and place their initials adjacent the citations in the spaces provided on this form. Examiners will also initial citations not in conformance with the guidelines which may have been considered. A reference may be considered by the Examiner for any reason whether or not the citation is in full conformance with the guidelines. A line will be drawn through a citation if it is not in conformance with the guidelines AND has not been considered. A copy of the submitted form, as reviewed by the Examiner, will be returned to the applicant with the next communication. The original of the form will be entered into the application file.

Each citation initialed by the Examiner will be printed on the issued patent in the same manner as references cited by the Examiner on Form PTO-892.

The reference designations "A1," "A2," etc. (referring to Applicant's reference 1, Applicant's reference 2, etc.) will be used by the Examiner in the same manner as Examiner's reference designations "A," "B," "C," etc. on Office Action Form PTO-1142.

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Examiner:



Date Considered: 12/23/03

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